



**EMPLOYMENT OPPORTUNITY**  
Information Technology Specialist 2 – End User Support  
**\$3726.00 - \$4888.00 Range 54**

---

**Recruitment # 1407-11   Opens: January 26, 2011   Closes: February 8, 2011**

---

### **Job Summary**

**This recruitment is to fill two Information Technology Specialist positions in end-user support. These are permanent, fulltime positions located in the Natural Resources Building in Olympia.**

These positions provide technical support to customers from all WDFW programs statewide. Responsibilities include installation, troubleshooting, and maintenance of computer hardware and software. These positions provide tier one operational support for hardware and software by resolving standard or routine problems and routing unique or complex system specific problems to subject matter experts. The duty station for the position is the Natural Resource Building, Olympia, WA. Principal activities include:

- Responding to customer reports of problems,
- Recording and updating incidents and service calls,
- Resolving connectivity problems,
- Installing and configuring applications needed to assist the customer with workstation issues,
- Monitoring and maintaining operating systems,
- Working with customers to identify technology needs,
- Processing equipment and service orders,
- Coordinating installations, moves, and changes.

The typical work schedule is 8:00am to 5:00pm, Monday through Friday, primarily in an office environment, but occasional travel to remote office locations within the area of responsibility will be required. This may include overnight stays and evening and weekend work. Some essential tasks require climbing, bending, stretching, twisting, crawling, and moving heavy objects weighing approximately 50 pounds.

This position is covered by a collective bargaining agreement between the State of Washington, Department of Fish and Wildlife and the Washington Federation of State Employees (WFSE). As a condition of employment you must either join the union and pay union dues, or pay the Union a representational or other fee within 30 days of the date you are put into pay status.

### **Qualifications**

These positions require a minimum of 2 years of professional IT experience that include working in a helpdesk and/or workstation support role. This experience must include using Help Desk software such as ServiceCenter, GroupLink or Microsoft System Center Service Manager.

Preferred applicants will demonstrate **technical competencies** gained through the following training and experience:

- An associate's degree with a specialty in Computer Science; a higher level degree with a major in Computer Science (e.g. bachelor's or master's degree) is an additional plus;
- Technical IT experience working with Microsoft Office software such as MS Word, Excel, and Outlook;
- Experience troubleshooting connectivity issues in a networked environment;
- Working in an ITIL/ITSM environment in a helpdesk and/or workstation support role.

**Preferred applicants will also be willing to undergo a background check, which will include fingerprinting.**

### **How to Apply**

Submit the completed state application along with a letter of interest and a resume that specifically addresses how you meet each one of the technical competencies that are described above. Send these materials to [wdfwjobs@dfw.wa.gov](mailto:wdfwjobs@dfw.wa.gov). If you have questions about this recruitment, you may also contact Margaret Gordon, Recruitment Specialist at 360-902-2209.

---

The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities, are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (360) 902-2207.